

# PERSONA NEWS



Staple Down Here To Make This Into

An Easy Read Style Booklet

We support people to live their best life

# Message from Kat



New Year can be a bit like marmite – some people love it and others are not so fussed. Whatever your feelings it is often a time where we reflect and take stock, both of what we've achieved in the past 12 months and what we might want to be different in the year that follows.

The world we find ourselves in at the minute can make it hard to create firm plans. A couple of years ago my New Year would definitely involve planning out the places I wanted to visit on holiday in that year – less so now with the uncertainty around travel arising from the ongoing Covid pandemic. Instead my thoughts turn more to what is in my control – what are the things I want to do and more importantly, how do I want to be as a person in the year to come. Making the distinction between 'to be' and 'to do' is really important. It's a subtle but key difference because it's all about purpose. The 'to be' is the purpose and the 'to do' is how you achieve that. So for me one of the things I wanted 'to be' in 2021 was fitter. What I committed 'to do' was to go running. I set myself a target of 1000k in the year. When I'm reflecting now, I didn't achieve my target. I could feel deflated by that and beat myself up that I didn't get where I intended to. What's more beneficial though is to reflect on what I did achieve – 800k of my target and a much better understanding of how I tick. When I set the target I naively

thought I would run a set number of kilometres each week and each month. What I know now, is that some months I was on fire and exceeded my expectations and others I was decidedly lacking in enthusiasm. I learnt so much about myself and that self awareness is what really matters. So take the opportunity as we start a new year to think about what you want 'to be', what you are going 'to do' to get there and more importantly be prepared to learn about yourself along the way.



## This month's highlights

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If you're reading this online, you can click for more information where you see this logo.

## RECRUITMENT EVENT

On 20 January 2022 we are holding a recruitment event for Support Workers, Wellbeing Assistants and Night Care Assistants.

If you have previous experience that would be great but it's not essential; what's important is that you share our **values**.

So, if you or someone you know is looking to start or take the next step in their career, get them to call us on 0161 253 6174 to register for the event and start their **New Year with a New Career!**



<https://tinyurl.com/JoinUsAtPersona>



## ANNOUNCEMENTS

### HELLO & WELCOME

Claire Rushton - Casual Support Worker  
Collette Lomax - Support Worker

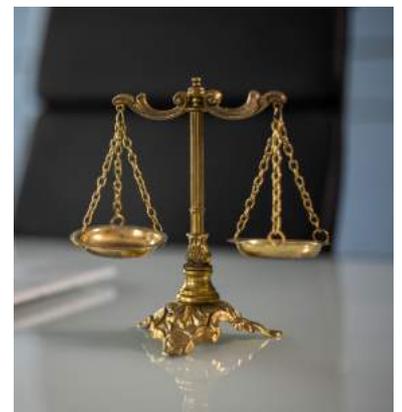
### GOODBYE & GOOD LUCK

Fredrick Richardson - Casual Support Worker  
Kyle Taylor - Kickstart Scheme  
Natalie Bayfield - Wellbeing Assistant  
Leann French - Support Worker  
Lisa Mumford - Lead Support Worker

## VACCINATIONS

On the 9 November 2021 the government released its response to a public consultation. The consultation was about extending the existing statutory requirements for Covid-19 vaccination as a condition of deployment to other health and care settings and is already in place for people working within care homes. For Persona this affects our Extra Care Schemes and Supported Living teams.

We are currently working with staff members who are impacted by this to ensure that, as an organisation, we comply with any legal requirements in relation to Covid-19 vaccinations.



## KEEP IN TOUCH

We regularly send out **texts** to keep you up to date with what's happening across Persona. **If you aren't receiving texts to your mobile, please email your pay number and current mobile number to [workforce@personasupport.org](mailto:workforce@personasupport.org).**

You'll also get regular **emails** to your Persona email address. Please check your work emails regularly and if you need help with this, speak to your manager about contacting a Digital Champion. You will also find tips for using your emails on the **Technology Guidance** page, in Staff information on the intranet.



## AWARENESS OF LGBTQ+



Do you worry you might say the wrong thing?  
Do you avoid certain situations for fear of causing offence?  
Would you like more confidence to have conversations with people who identify as LGBTQ+?

Greater Manchester Health and Social Care Partnership are hosting a session on Wednesday 26th January from 9.30 - 11.30am to help you understand the law, feel more confident in conversations and find sources of support for LGBTQ+ people.

Find out more here  <https://tinyurl.com/bdf2fstt>

## CHAT WITH KAT

Back for 2022! Chat with Kat is your monthly opportunity to ask Kat about anything. There will be specific topics covered each month, as well as a discussion or question and answer session. If you can't make it, you can send your question in to [info@personasupport.org](mailto:info@personasupport.org) and we'll pass it on. Answers to these questions will all be included in that month's summary and published on the intranet.

**Next meeting: Tuesday 25th January at 11.30**

 To catch up on previous chats and for the meeting link, click <https://tinyurl.com/ChatwiKat>



## PERSONA THEMED QUARTER

This quarter we're looking at continence and incontinence support.



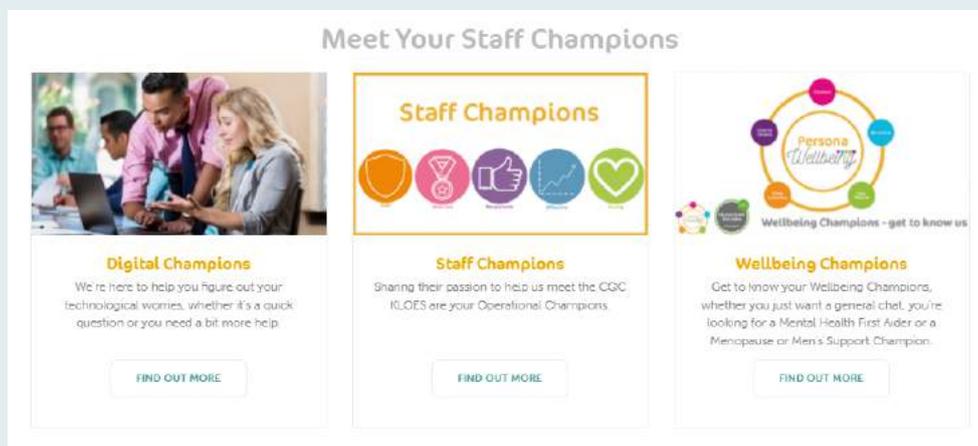
We'll be covering these questions in your supervision during the quarter:

- What is continence care and why is it important?
- Why is it important to take care of your skin?
- Do you know what to do if you have concerns about someone's continence?
- Thinking about the people you currently support, how can we improve the continence care we give them?

If you're passionate about making sure we keep our customers safe and free from discomfort, talk to Sarah Brown about becoming a Continence Champion on:

0161 253 6833 or by email at [sarah.brown@personasupport.org](mailto:sarah.brown@personasupport.org)

### New Champions Homepage on the Intranet



Find support and advice easily from our champions on the **Staff Information** intranet page, whether you need:

- advice on using IT from a **Digital Champion**
- sharing best practice or asking advice from a **Staff Champion**
- getting support or advice on your own health, the Wellbeing Hub, Menopause or Men Matters from a **Wellbeing Champion**

You will also find information on becoming a champion yourself, plus a link to our Themed Quarter pages, to keep up to date with the latest topic.

These intranet pages are all updated monthly.

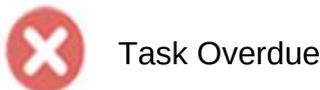
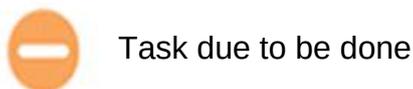
Want to know more about the themed quarter?

 <https://tinyurl.com/ThemedQuart>

Now staff are becoming more and more confident with the system, **Learning Disability Day Services** are beginning to expand their use of Care Control to monitor things such as fluid intake as well as activities.

On Care Control, monitoring can be set up to create reminders for different tasks and to make recording the care notes for those tasks easier as well:

The home screen on the Care Control device being used will show tasks to be done alongside the following symbols:



When the task has been done, it will disappear from your task lists on your device!



There has also been progress in the roll out of Care Control in **Supported Living** this month.

Staff at Fir St have uploaded the care plans for all their customers onto Care Control. A number of support workers volunteered to help with this process, really living the **Enthusiastic** value! Their hard work means that in the new year, alongside the Learning Disability Day Service at The Ramsbottom Centre, Supported Living will be ready to pilot the new improvements that Care Control are making to the system, meaning that customers will have one care plan that follows them from Supported Living to Learning Disability Day Services.

As always there is a lot of support available to help you whilst you are getting to grips with the system on the **Care Control** intranet pages  <https://tinyurl.com/CareCHub> including:

- daily huddles
- posters
- FAQ's
- technology guides
- videos
- and more

Keep Learning

Any questions? Join us at the daily Care Control Huddles:

 <https://tinyurl.com/CCHuddle>

It's great to see so many staff being recognised for living our values.

Here's a selection of this month's High Fives - congratulations to everyone!



## Respectful

### Lizzie Coltman and Debbie Timmins

Thank you for your hard work, resilience and perseverance in resolving an ongoing complaint. Throughout the process you have taken the time to answer the questions raised, consider it from the person's perspective and patiently provide explanations and evidence. To achieve a positive outcome from the LGO is a credit to your hard work on this one.

## Enthusiastic

### Jane Unsworth

I just wanted to say thank you to you and the team at Elton for the feedback you have given me for the newsletter update around how you have been finding your first few weeks with Care Control. The feedback was enthusiastic and honest and it was really appreciated, not to mention how speedily you came back to me with it, so thank you :-)

### Melanie Quilton

Thank you Mel for everything you have done to support a customer to move house.

## Adaptable

### Jill Rhoden

Thank you to you and your team for helping Jon and I to access the files and areas of the building we needed to for the Fire Risk Assessment yesterday. I could see you were busy and we both appreciate your help.

### Sue Partington

Thank you for your ongoing support with a tricky situation - really appreciate your input.

## Caring

### Lisa Beamer

I would like to nominate Lisa for a HIGH FIVE for the warm and supportive welcome that she has given to a Shared Lives customer who is exploring staying at Woodbury. The customer has not stayed away from home for many years, hasn't been able to attend his day centre since lockdown and is extremely anxious. Lisa's gentle welcome enabled the customer to enjoy his visit, the feedback from his carer that she has 'never seen him so animated!' and he actually wants to go again which has astounded us all. Thank you for being a light at the end of the tunnel.

## Honest

### Nicola Deaville and David Pope

Thankyou for playing such an important role in the Shared Lives Panel, we are proud to approve people to Shared Lives that live their best values and truly want to make a positive difference to people's lives. Being a member of the panel is such an important part and I thankyou for taking time out to support this.



**January can be a tough time**; there seems to be **pressure** from all around to make **resolutions** and start working towards your **goals**, **daylight** is still scarce and most of us have a lot of big **bills** coming in too.

If you are worried about your finances, you have a legal question or you're not sure where to start with a personal goal such as changing your thinking habits, exercising more or eating better, our Employee Assistance Programme (EAP) PAM Assist is a free, confidential option open to you today.

Access helpful articles and support by telephone or online chat 27/7, 365 days a year. Get advice on salary maximisations or identity theft, or browse the links on the homepage, including:



### Financial Wellbeing

- loans
- budgeting (with a downloadable planner)
- benefits
- childcare
- debt
- and many more



### Legal

- bullying
- work
- consumer rights
- what to do when someone dies
- domestic violence
- plus lots more
- relationships

All you need to do to access this information and support is visit the **EAP - PAM Assist** page on the Wellbeing Hub, follow the link and quote the access information from the hub page.

### EAP - PAM Assist is:

- **totally free and you refer yourself**
- **easy to access**
- **completely confidential**
- **an information resource**
- **not tracked from our Wellbeing Hub**
- **a support helpline**
- **available to you every day of the year**
- **a safe place to chat online with professionals**

***Why not take a look and see what small steps you can take to sort out your worries and feel better now?***





## Staying well this winter

Winter is a challenging time to look after ourselves; we're programmed to eat comforting food and hunker down in the warm to avoid the dark days, but looking after your health is even more important if you live with a long term condition, or you struggle with regular chest infections.

Research is proving the strong connection between our physical health and our mental wellbeing. After all, if we feel down, depressed or anxious, it can affect our sleep, how well we eat, stay hydrated and how motivated we are to keep active. All of these affect our physical health.

While it's important to be kind to yourself and remember that it's natural to feel more tired and unmotivated during the winter (take a look at your garden or local park to see how the plants are coping!), there are still some small things you can do to stay well. We've shared some of these on our **Winter Wellbeing** page but be quick, it won't be available all year.



## Run the Manchester Marathon!

Are you looking for motivation to exercise or reach a fitness goal or for a way to get together with like-minded people and perhaps raise money for charity? If you're interested in joining a Persona team to run the Manchester Marathon on Sunday 3rd April, email [info@personasupport.org](mailto:info@personasupport.org) before the end of January for more details - and take a look at the official website here: <https://tinyurl.com/46x9btbn>

## Get some happiness inspiration

The festivities are fading into memory, the decorations are coming down and spring still seems a long way off...so why not sprinkle some happiness into your daily life with a little help from Action for Happiness!

Each month they publish a calendar to inspire you with small daily actions to bring happiness into the lives of people around you, as well as your own. The printable version of the calendar each month is on our **Action for Happiness** page, or you can visit their website for details of the great app and online community: <https://www.actionforhappiness.org/>



Thank you for all your help and support you have given mum Carol and my family. We wish you all the best for the future whatever it may hold for you all. Thanks for everything.

Carol, Tanya & John

**Pinfold Lane**  
Day Service

**Grundy**  
Hub

Thank you to the glorious Grundy's for all your care & kindness, the Chemney family appreciate all you do.

Donald & Sheila Chemney.

I would like to thank you and your team for all the support you gave dad and us as a family over the last few years.

Julie Williams

Thank you so much for everything you have done. Vera loved coming to the centre and spending time with you all. We are so grateful to all the staff who took such good care of her and made her very welcome. We thank you from the bottom of our hearts.

Ann & Russell and her grandson Darren.

Thank you for taking care of Tony during his short stays. Very much appreciated.

From Mary and his family

**Elmhurst**  
Short Stay

To all the staff at Elmhurst. Thank you for another year of keeping my mum safe, well and loved and for all your hard work. I really do appreciate everything you do for my mum and I really hope 2022 is a much better year.

Lots of Love Kym and Sue



*Respite*

*Long Term*

*Day Support*

We're recruiting Shared Lives carers now & the role can be as flexible as you need it to be.

**Want to know more?**

Visit us at

 <https://personasupport.org/bury-shared-lives>  
or call 0161 253 7211

for more information on the scheme & on being a carer.

# CHRISTMAS TREE 12



Winner by  
Facebook  
vote

Congratulations to our  
**Christmas Tree  
Competition winners:**

**Bolton Road  
Community Centre**  
won the Facebook vote  
and  
**Elmhurst Short Stay**  
were the judge's choice.

Each service wins £25  
for their amenity fund.

Thanks to our Chair,  
Tony Hunter, for judging  
the entries!



Judge's  
Winner

Thank you to everyone who took part this year; all the entries were brilliant and we hope you enjoyed yourselves designing and creating your trees together!

To see the entries in full, visit our **News** page  <https://personasupport.org/news>



# COMPETITION 2021 13



## Santa Visits Bolton Road

Santa managed a special trip before the big day, to meet Karen, Andrew and everyone else at Bolton Road Community Centre.



Escape kindly collected donations of Christmas gifts for Bury Pupil Referral Unit's appeal - well done to everyone!

Here they are modelling their festive jumpers (for more Christmas jumper photos, turn to the Snapshot on pages 18 and 19).

## Escape's Generous Donations



## Singing and Farewells at Elton

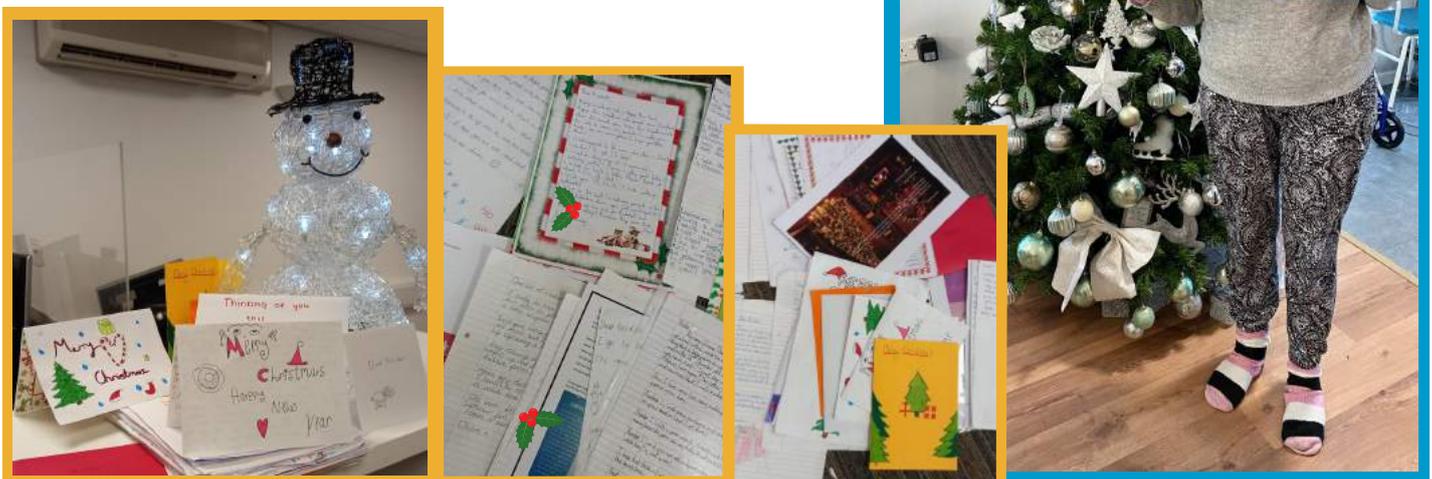
Sarah Catherine visited Elton Community Centre to entertain everyone at the Christmas party. She played Christmas songs on her flute and sang some carols. Thank you!



There was also a small party to say goodbye and good luck to Neil, who was welcomed to his farewell by the Christmas Sprout, Jane! Neil was a valued member of staff at Elton and will be missed by customers and colleagues alike.

Once again the kind students at Bury Grammar School have designed Christmas cards and written festive letters to the people who use our services. You can see from Michelle's smile how much their thoughtfulness is appreciated by everyone in Supported Living and also in our Learning Disability Day Services and Older People's Services. Thank you to you all, and a special thank you to the school staff who coordinated and delivered this Christmas joy.

## Bury Grammar School's Christmas Kindness



Connect

Take Notice

Be Active

Give to Others

## Anne Marie Discovers Bury Shared Lives

As many of us know, transitioning into a new team isn't always easy. Having worked in care



for about fifteen years, in 2021 I became Persona's Kickstart Coordinator and now I have joined the Shared lives team too! I never really knew exactly what kind of service it provided; we all know about children's services but I'd never really thought about what happens when children turn 18...and it's a wonderful service! For people to open up their homes and families to support customers the way they do is admirable and I knew this was something I wanted to get involved in. I remember talking about Shared Lives to lots of people after I found out about it; it has really made an impact on me! At the moment I'm getting to know the scheme and how things are done from an admin point of view. There's a plan in place ready for the new year and I will hopefully be able to get out and meet some of the families, carers and customers as well as supporting with upcoming training. There is lots to learn but the welcome from the team has been amazing! They have been a great support already and I'm looking forward to getting more involved in helping to expand and grow our Shared Lives family.

Find out more about Bury Shared Lives here <https://tinyurl.com/BSLVideos>

## Elmhurst Welcomes Angela and Gem

Thank you to Angela and Gem, her guide dog, who both paid a visit to Elmhurst recently. It looks like Minnie's made a new friend too!



## Grundy Hub's Busy Party Season



Yum! Handmade Christmas pots filled with chocolates - another crafting and tasting success!



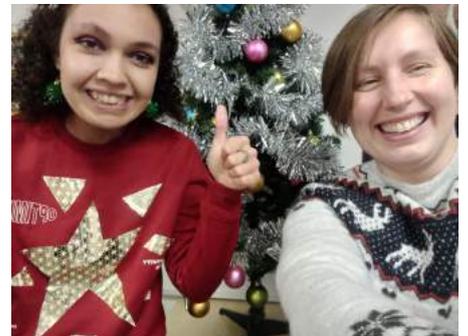
Early in December, people from Grundy Hub and Pinfold Suite got together for a Christmas celebration at Radcliffe Borough and a double first! This was their first outing together since the pandemic began and also their first since coming together in one building.

Also, for the first time in two years, entertainers were able to perform at the main Christmas party. Everyone made the most of the occasion, with lots of dancing alongside the festive food.





Thank you to Unsworth Primary School and to Morrisons for their kind donations to us this Christmas.





Happy 90th Birthday to Barbara!





January 2021 saw the start of the Persona Cultural Calendar, where we aim to shine a light on just some of the diverse events that are celebrated around the globe. Here's a look back on what we have covered so far:



January	World Religion Day
February	LGBT+ History Month
March	International Women's Day
April	Earth Day
May	Ramadan
June	Refugee Week
July	Non-Binary Awareness
August	International Youth Day
September	International Day of Peace
October	Black History Month
November	International Men's Day
December	International Day of Disabilities



We hope you've enjoyed our articles and that you might have learned something new, asked questions you might not have done before or felt represented yourself by some of the topics.

If there is anything that you would like to see in the Cultural Calendar for 2022, please do let us know! Email your ideas to [info@personasupport.org](mailto:info@personasupport.org).

Visit the intranet page for further reading

 <https://tinyurl.com/CulturCalendar>



## Thank you for being Adaptable

The rise in Covid-19 cases over recent weeks has significantly impacted on planned rotas in a number of services.

As a result, I know that a number of you have been asked to change your working patterns, cover extra shifts or cancel planned leave.

Whilst this is far from ideal we are in unprecedented times and that unfortunately means we sometimes have to ask you to be even more **adaptable** than usual.

**A massive thank you to everyone who has changed things around to be able to ensure the people you support don't feel the impact of this.**

We are regularly reviewing the situation to identify the best way to respond to ensure those people with the greatest needs are prioritised.

We are also working to develop plans to ensure that those of you who sacrificed your planned break in recent weeks get the opportunity to take some rest as soon as possible.

*Kat*



# BACK PAGE NEWS

January is International Brain Teaser Month, so we are celebrating with this mystery word puzzle.  
Can you figure it out?



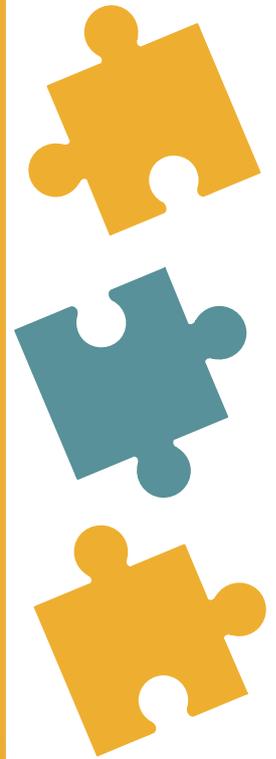
**Mystery Words Brainteaser**  
*Just for fun!*

Spell a 5 letter word using the clues below:

1	2	3	4	5

1 - The last letter is the same letter that comes at the end of each day of the week.  
2 - The second letter is the second vowel in a word that sounds like 'pear'.  
3 - The third letter is the silent letter in a 4 letter word that means to chat or speak.  
4 - The first letter is the first letter in both words that sound like 'cent'.  
5 - The fourth letter matches the third letter.

Puzzle from [www.spelling-words-well.com](http://www.spelling-words-well.com)



The answer is on page 4.

Connect

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Give to Others

These are the #FiveWaysToWellbeing, approved by the NHS, that remind us how to keep well. You'll see them throughout each newsletter, to celebrate how people are living their best life.

If you'd like to share a story, photos, or an idea,  
please email us at [info@personasupport.org](mailto:info@personasupport.org)

We support people to #LiveTheirBestLife

Follow us on social media:



@PersonaBury



Persona Care and Support



@personabury



@personacareandsupport



Persona Care and Support

Visit our website [www.personasupport.org](http://www.personasupport.org)